



BETTER TOGETHER

FCC & WBM Accomplishments in National Print Service Delivery

OCTOBER 15, 2015

- **Tangible End User Satisfaction Results and Value based Customer Relationships** delivering a World Class 83.4 NPS score
- **A Standardized End User Environment** based on Gartner Magic Quadrant Technology, utilizing Universal Print drivers across all 106 FCC locations nationwide
- **Nation-Wide Service Delivery** Standardized to a Single Methodology, Point of Contact & Accountability
- **Remote Monitoring and Device Management** Through the WBM Operations Center Enabling Fully Automated Volume Measurements and Automated Toner Delivery to every FCC location across Canada
- **Ongoing Governance Model Delivering Tangible Device Count Reductions** by location, and 3 successive years of operating cost reductions for FCC
- **Roadmap for ongoing End User Efficiencies and Volume Reductions**, including WBM FCC Secure Print and Card Authenticated Follow Me Print currently in Proof of Concept delivery stage



Managed Print Partners

25 WBM PARTNERS SERVICING EVERY FCC LOCATION NATION-WIDE



BRITISH COLUMBIA

- Hi Tech : 3
- Level 4 Technologies : 3
- Okanagan Office Systems : 1

ALBERTA

- D & C Computer Services Ltd : 1

SASKATCHEWAN

- PA Photocopier : 2

MANITOBA

- Baker Computers Subcontractor : 2
- Carlyle Printers & Service : 5
- Heartland Solutions : 1
- My IT Source : 3

ONTARIO

- Advance Business Systems : 1
- Black Creek Technologies : 6
- Info Laser Ottawa : 1
- Microage Mississauga : 1
- Microage Peterborough : 3
- Quantum Express : 1
- Smartprint Inc : 6
- TCC Computers : 1

QUEBEC

- Info Laser Ottawa : 1
- Info Laser Quebec City : 13
- Microage Quebec : 2
- Télénét Inc Informatique Inc : 1

NEW BRUNSWICK

- Info Laser Maritimes : 1
- Interactive Computer Systems (HP) : 2

NOVA SCOTIA

- ABM Integrated Solutions : 2

PRINCE EDWARD ISLAND

- Datarite : 2

NEWFOUNDLAND

- Beothuk Data Systems : 1



End User Comments & Net Promoter Score

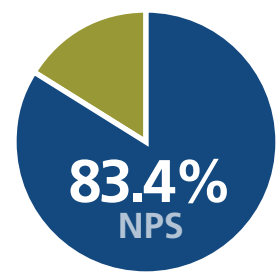
Great Customer Service starting at the initial call to the person WBM sends out.

Friendly helpful staff & quick follow up.

Very professional & very accommodating.

WBM is a great trusted partner. They look for the best solutions for the organization. Easy to work with. A dedicated & reliable team.

Great customer service - a reliable company.



WHAT IS NEXT?

ENTERPRISE FOLLOW-YOU PRINTING

Future Benefits:

PROTECTION OF CONFIDENTIAL PRINTS & FCC DATA

All sensitive material can be securely stored on the centralized secure print server until users swipe-authenticate and release their print job(s). End-user print activity is now reportable to FCC including volume, color print usage, black and white usage, file name, and time of print.



A FURTHER REDUCTION IN PRINT VOLUMES & EXPENSES

Unfortunately, many jobs that are printed are simply left on the printer and never retrieved by staff. This is an unquestionable fact for network printers and MFPs. Utilizing secure print technology eliminates this unnecessary waste and cost by automatically flushing abandoned print jobs from the queue after a predetermined amount of time. At Farm Credit Canada, on any enabled devices, we conservatively expect that your monthly print expense would reduce by 10-15%, resulting in thousands of dollars in annual savings. Even a 10% reduction in print would save hundreds of trees. FCC's practices in print have resulted in massive environmental savings, and we continue to find ways to be "green" by printing more efficiently.

WORKFLOW ENHANCEMENTS

Secure print release eliminates the need for users to rush to printers to retrieve your sensitive documents. Follow-You Printing also eliminates any "sorting" issues which can arise when numerous users are assigned one printer (WBM first eliminated this issue with physical mailbox technology, and this is the next evolution). Without Follow-You Printing, everyone's jobs simply stack up on the printer in one location, forcing users to sort through the pile to find their own printout. Additionally, once a print job is sent by an end-user to their secure print queue, the job can be released at ANY secure print-enable device throughout the FCC fleet. Together, we are eliminating the workflow of printing one job to one device (and chasing after it), to a releasing it through the queue in a secure manner at the end-user's convenience.

ENCOURAGES THE USE OF EFFICIENT WORKGROUP DEVICES

Desktop printers place a burden on Farm Credit Canada as it increases the number and type of printers needing support. The smaller desktop units are far more costly to operate than the efficient network printers we have deployed throughout Farm Credit Canada. Follow-You Printing secures documents into the queue and only releases to the end-user upon authentication. This technology eliminates the need for private printers and encourages the use of workgroup devices in a secure environment.



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